



Office of Information Technology Services

Project Portfolio Management Tool

Roles and Responsibilities

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1 Document History

Revision History

Revision #	Revision Date	Description of Change	Author
1.0	8/01/2005	Initial Document	J. Tulenko
1.1	10/28/2005	Merge Roles and Responsibility Matrix into this document	J. Tulenko
1.2	11/23/2005	Document History and Table of Contents same page; various minor grammatical corrections	C. Richards
1.3	6/27/2008	Added 3 new roles. Reformatted document.	B. Swartz

2 Purpose

This document has been created to assist users of the Project Portfolio Management (PPM) tool to understand the various roles in the tool and the responsibilities associated with each role.

3 Roles and Responsibilities Matrix

The [Roles and Responsibilities Matrix](#) is available in the NCHELP section of the PPM Tool and on our website.

4 Roles

4.1 Roles in the PPM Tool

- [Contributor](#)
- [PMO](#)
- [Agency Reviewer](#)
- [Agency Approver](#)
- [Agency Application Reviewer](#)
- [Project Reviewer](#)
- [Statewide Reviewer](#)
- [Statewide Approver](#)
- [State CIO](#)

4.2 Contributor

4.2.1 Projects

Primary Responsibilities in the tool:

- **Project Status Reporting**
Provide Project Status Reporting for ongoing projects for which you are responsible (monthly).
- **Project Approvals**
Submit all types of projects to your agency's reviewers and approvers (refer to State of North Carolina PPM Workflow).

4.2.2 Applications

Primary Responsibilities in the tool:

- **Enter Applications**
- **Update applications as appropriate, annually at a minimum**

4.3 PMO

Primary Responsibilities in the tool:

- **Project, Program, and Application Status Reviewing**
Review and ensure management of your assigned agency's inventory of projects, programs, and applications.
- **Contributor on Projects or Applications as Assigned**

4.4 Agency Reviewer

Primary Responsibilities in the tool:

- **Project Approval**
When a Project Approval (for a new project or new phase of a project) is signed off by a project manager in your agency, you will receive notification (via email) that it is available for your **review**. Your responsibility will be to review the project. If you have any concerns with the project, you should discuss them with the project manager or one of the agency approvers, since your explicit approval is not required in the tool before the project can be sent on for statewide approval. The review process for an agency is left up to the agency in terms of how much time they will spend internally before the agency approvers approve a project and send it on to the state for statewide review and approval.
- **Project Status Reporting**
Optionally, your agency may want your input on project status reporting for some or all of the projects in your agency. If you would like to be notified when a project status report is ready for your **review**, you can subscribe to an alert when the project "Project Status Report Step" value is set to "agency review". (To create an alert, click on Alert Subscription on the Project Info tab.) The tool will send you an email notifying you that the project status report is available for your review. When you are finished with your review, the project manager/contributor will move the status to "QA Review" (to kick off the review of the status report by the EPMO QA staff).

4.5 Agency Approver

Primary Responsibilities in the tool:

- **Project Approval**
When a Project Approval (for a new project or new phase of a project) is signed off by a project manager in your agency, you will receive notification (via email) that it is available for your **approval**. Your responsibility will be to review the project and determine if you want to approve or reject the project (by clicking on the "Workflow" button on the Project Info tab, and approving/rejecting the project at the bottom of that screen). If you **and all** other agency approvers "approve"

the project, it will be sent electronically to the state approvers for their review. After all approvers submit their approval/rejection, if any of the agency approvers “reject” the project, it will be returned to the prior state in the workflow and the project manager/contributor will be notified that further action is required on their part before they re-submit the project for agency approval. You will also be able to enter comments when approving or rejecting (which will be forwarded on to the Project Manager/Contributor).

- **Project Status Reporting**

Optionally, your agency may want your input on project status reporting for some or all of the projects in your agency. If you would like to be notified when a project status report is ready for your **review**, you can subscribe to an alert when the project “Project Status Report Step” value is set to “agency review”. (To create an alert, click on Alert Subscription on the Project Info tab.) When the project manager sets the status to that value, you will receive an email notifying you that the project status report is available for your review. When you are finished with your review, the project manager/contributor will move the status to “QA Review” (to kick off the review of the status report by the EPMO QA staff).

4.6 Agency Application Reviewer

Primary Responsibilities in the tool:

- **Application Review**
Review all applications within your agency.

4.7 Project Reviewer

Primary Responsibilities in the tool:

- **Project Status Reviewing**
Review all projects, programs, and applications to which you are assigned.

4.8 Statewide Reviewer

Primary Responsibilities in the tool:

- **Project Approval**
When a Project Approval (for a new project or new phase of a project) is signed off by the agency approvers in any agency, you will receive notification (via email) that it is available for your **review**. Your responsibility will be to review the project. If you have any concerns with the project, you should discuss them with the appropriate Statewide Approver, since your explicit approval is not required in the tool before the project can be sent on for statewide approval.

4.9 Statewide Approver

Primary Responsibilities in the tool:

- **Project Approval**

When a Project Approval (for a new project or new phase of a project) is signed off from the agency approvers in any agency, you will receive notification (via email) that it is available for your **approval**. Your responsibility will be to review the project and determine if you want to approve or reject the project (by clicking on the “Workflow” button on the Project Info tab, and approving/rejecting the project at the bottom of that screen). If you and all other statewide approvers “approve” the project, it will be sent on to the State CIO for his review and approval. After all approvers submit their approval/rejection, if any of the statewide approvers “reject” the project, it will be returned to the prior state in the workflow and the project manager/contributor will be notified that further action is required on their part before they re-submit the project for agency and statewide approval. You will also be able to enter comments when approving or rejecting (which will be forwarded to the next approver in the workflow).

4.10 State CIO

Primary Responsibilities in the tool:

- **Project Approval**

Once a project is approved by the Statewide Approvers, you will receive notification (via email) that it is available for your **approval**. Your responsibility will be to review the project and determine if you want to approve or reject the project (by clicking on the “Workflow” button on the Project Info tab, and approving/rejecting the project at the bottom of that screen). If you “approve” the project, it will be moved forward to the next phase of the workflow and the budget costs for that phase will be considered approved. If you “reject” the project, it will be returned to the prior state in the workflow and the project manager/contributor will be notified that further action is required on their part before they re-submit the project for agency and statewide approval. You will also be able to enter comments when approving or rejecting (which will be forwarded on to the Project Manager/Contributor).

5 Hint for Using the PPM Tool

To Review a Project

Review the overall status of your agency projects at a high level by clicking on the “dashboard” button at the top right hand side of the tool window. See the latest indicators for each of your projects. To look at a project in detail, click on a specific project to “view” it.

Roles and Responsibilities Matrix

Project Portfolio Management (PPM) Application Portfolio Management (APM)

User Roles	Contributor ²	Agency Reviewer	Agency Approver	Agency Application Reviewer ³	State Reviewer	State Approver	State CIO (Final approver)
Summary Description of Role¹	Contributors will have the ability to create/update both projects and applications that they are specifically assigned to. Agency Project Managers typically belong to this role.	Agency Reviewers will have view access to their assigned agency's full inventory of projects and applications. They serve as reviewers in the project status reporting and approval process. Agency PMO, Architecture, Security & Budget personnel typically belong to this role.	Agency Approver rights are similar to those of Agency Reviewers, but they are required to approve/reject (sign-off) projects before they can move forward in the workflow. Agency CIO's & CFO's belong to this role.	Application Reviewers have the ability to view applications and run reports on the agency's application inventory. Similar to the Agency Reviewer role, but for users who have access to only applications, not projects.	State Reviewers will have view access to the State's full inventory of projects and applications. They serve as reviewers in the project status reporting and approval process. State Oversight - Budget Analysts, EPMO, & EA users typically belong to this role.	State Approver rights are similar to those of State Reviewers, but they are required to approve/reject (sign-off) projects before they can move forward in the workflow. State Oversight Leaders - Head of EPMO, OSBM, Statewide Security & Architecture belong to this role.	Similar to State Approver rights, the State CIO role will have access to the State's portfolio of projects and applications and be the final project approvers in each workflow phase. State CIO & DCIO belong to this role.
User Rights - Projects⁴							
Create a new project	Yes	No	No	No	No	No	No
Edit project data	Yes, entire project	Yes, but limited to (Issues & Risks and Document Management Tabs)	Yes, but limited to (Issues & Risks and Document Management Tabs)	No	Yes, but limited to (Issues & Risks and Document Management Tabs)	Yes, but limited to (Issues & Risks and Document Management Tabs)	Yes, but limited to (Issues & Risks and Document Management Tabs)
Delete project data	Yes—all contributors can add or delete	No	No	No	No	No	No
View all projects within an agency	Note: only if assigned by practice to all agency projects	Yes	Yes	No	Yes	Yes	Yes
Required to act before project moves forward in workflow	Yes—all contributors must approve before the project can move forward.	No	Yes	No	No	Yes	Yes
Enter comments during workflow approval	Yes	No, but may be included in a future release	Yes	No	No, but may be included in a future release	Yes	Yes
Receive notification when a project is moved to the appropriate approval stage	No, but contributors will be notified after State CIO approval or if project is rejected during approval process	Yes	Yes	No	Yes	Yes	Yes
Run project level reports	Yes, for assigned projects	Yes, for all projects in assigned agency	Yes, for all projects in assigned agency	No	Yes, for all projects in State of NC	Yes, for all projects in State of NC	Yes, for all projects in State of NC
Run portfolio level reports (for projects)	No	Yes, for all projects in assigned agency	Yes, for all projects in assigned agency	No	Yes, for all projects in State of NC	Yes, for all projects in State of NC	Yes, for all projects in State of NC
Delete Projects	No	No	No	No	No	No	No
User Rights - Applications							
Create a new application	Yes	No	No	No	No	No	No
Edit application data	Yes, entire application	Yes, but limited to Document Management Tab	Yes, but limited to Document Management Tab	Yes, but limited to Document Management Tab	Yes, but limited to Document Management Tab	Yes, but limited to Document Management Tab	Yes, but limited to Document Management Tab
Delete application data	Yes, all assigned contributors can add or delete data	No	No	No	No	No	No
View all applications within an agency	Note: only if assigned by practice to all agency applications	Yes	Yes	Yes	Yes	Yes	Yes
Run portfolio level reports (for applications)	No	Yes, for all applications in assigned agency	Yes, for all applications in assigned agency	Yes, for all applications in assigned agency	Yes, for all applications in State of NC	Yes, for all applications in State of NC	Yes, for all applications in State of NC
Delete applications	No	No	No	No	No	No	No

1: Full description of user roles contained in PPM Tool Roles & Responsibilities doc V1.0

2: User rights for contributors only apply if they are assigned to specific applications or projects

3: New user role for Application Portfolio Management. Created for Agency users who only require access to applications, not projects.

4: Edit, Review & Approval user rights for projects will also be applicable for Expansion Budget Requests

An additional role for "Agency PMO" is available. Typically reserved for Agency PMO staff, this role combines the user rights of contributors and agency approvers.